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February 19, 2002

WRITTEN EX PARTE

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
The Portals
445 12th Street, S.W.
Washington, D.C. 20554

Re: CC Docket No. 02-35

Dear Ms. Salas:

I am providing you with a hard copy of a document that I sent electronically to Renee Crittendon of the Commission's Common Carrier Bureau on February 19, 2001. The document lists the test and evaluation criteria associated with the pre-order and order documents or interface issues to which Michael Weeks referred in his February 2, 2002 letter to Dorothy Attwood. That letter is included as Exhibit SVA-13 to the Joint Supplemental Affidavit of William N. Stacy, Alphonso J. Varner, and Ken L. Ainsworth filed as part of BellSouth's Supplemental 271 Application on February 14, 2002. The e-mailed document was sent to Ms. Crittendon at her request. I am also sending a copy of this document to James Davis-Smith of the Department of Justice's Telecommunications Task Force.

In accordance with Section 1.1206, I am filing two copies of this notice and the accompanying attachments and requesting that you please place them in the record of the proceeding identified above.

Sincerely,


Kathleen B. Levitz

Attachment

cc: Renee Crittendon (w/o attachment)
Susan Pié
James Davis-Smith

Michael Weeks' February 2, 2002 letter to Dorothy Attwood, Chief of the Common Carrier Bureau of the Federal Communications Commission, referenced pre-order or order documents or interface issues identified by KPMG during the Georgia test. He states on page 3 of his letter, "In summary, any problems encountered with the Business Rule documentation, or the behavior of the interface itself for TAG Pre-Order, EDI Order and TAG Order, are found in the results of the above referenced sections of the **MTP Final Report**. We also point out that most of the errors in the content (as opposed to structure) of the various BellSouth Rule documents would have been reported under documentation tests, but would have actually come to light as a direct result of using the documents to conduct the activities associated with the Feature/Function tests".

He references the following Georgia tests within the Georgia MTP Final Report:

- PRE-1
- PRE-3
- O&P-1
- O&P-2
- O&P-8
- O&P-9

The following sections list the appropriate test and evaluation criteria where any such problems were identified by KPMG. Since the criteria for O&P-8 and O&P-9 are identical, the test criteria and results for O&P-9 is not duplicated below.

Table IV-1.3: PRE-1 Evaluation Criteria and Results

Test Cross-Reference	Evaluation Criteria	Result	Comments
Presence of Functionality			
PRE-1-2-2	BLS systems or representatives provide required pre-ordering functionality.	Satisfied	<p>BLS systems and representatives provided appropriate functionality to process all of the pre-order transaction types evaluated during the course of this test (see Section V, Table IV-1.1).</p> <p>KCI initially encountered functionality deficiencies when processing Calculate Due Date¹ (CDD) requests for the following order types:</p> <ul style="list-style-type: none"> • Loop with Number Portability - Migration as-is • Stand-Alone Number Portability - Migration as-is. <p>When performing due date calculations for the above order types, KCI received error messages indicating that the REQ/ACT type was invalid. KCI issued Exception 65.</p> <p>BLS implemented the required functionality to process Number Portability CDD transactions with version 2.2.0.11 of TAG. KCI performed a re-test of CDD functionality and found that TAG 2.2.0.11 contained the necessary functionality to process Number Portability CDD requests. See Exception 65 for additional information on this issue. Exception 65 is closed.</p> <p>Following the release of TAG 2.2.0.11, KCI was unable to perform CDD transactions associated with UNE Loop-Port Combination accounts. At the time of the interface release, the Pre-Order Business Rules did not</p>

¹ CDD queries are performed to determine a standard service provisioning interval for a specified order Requisition (REQ) and Activity (ACT) combination. KCI attempted to execute CDD pre-orders for each REQ ACT combination performed in the order functional evaluation.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>provide information on a new field (RSPRODUCT) added to the CDD query.</p> <p>BLS released updated Business Rules on 11/9/00 to address this field. In addition, BLS announced a functionality workaround for processing CDD queries for UNE Loop-Port Combination customers. This workaround was communicated via the Carrier Notification process on December 29, 2000. Following this clarification on valid entries for the RSPRODUCT field, KCI was able to successfully execute CDD transactions for Loop-Port Combinations. See Exception 116 for additional information on this issue. KCI has recommended closure of Exception 116 to the GPSC.</p> <p>While executing pre-order requests in support of the second ordering functional re-test², KCI was unable to perform Telephone Number Selection Queries (TNSQs) for customers served out of Macon or Augusta Central Offices (COs). In response to TNSQs submitted, BLS delivered error messages advising KCI to call BLS's Electronic Commerce (EC) Support Desk. On 2/9/01, BLS determined that an audit table entry was missing from BLS back-end tables and added the appropriate audit record. Following this fix, KCI was able to successfully execute TNSQ transactions for all relevant COs.</p> <p>See Exception 130 for additional information on this issue. KCI has recommended closure of Exception 130 to the GPSC.</p>

² This second ordering re-test was initiated on January 19, 2001. KCI executed pre-order transactions in support of this re-test via TAG Version 2.2.0.11.

Test Case Reference	Evaluation Criteria	Result	Comments
Timeliness of Response^{3 4 5}			
PRE-1-3-1	The TAG interface provides timely pre-order responses from BLS's RSAG-TN back end system ⁶ .	Satisfied ⁷	<p>The GPSC-approved standard is parity with retail performance. Based on BLS June performance reports, KCI determined the retail standard response time for AVQ_TN inquiries to be 1.1 seconds.</p> <p>Responses to AVQ_TNs received during KCI's initial testing were delivered in an average of 11.8 seconds.</p> <p>KCI performed a re-test of pre-order response timeliness following BLS TAG system upgrades. Responses to AVQ_TNs received during re-testing were delivered in an average of 1.2 seconds.</p> <p>See Tables IV-1.4 through IV-1.6 for additional detail on pre-order response timeliness.</p>
PRE-1-3-2	The TAG interface	Satisfied ⁹	The GPSC-approved standard is

³ See Exception 24 for additional information on BellSouth's pre-order response timeliness performance for all query types. Based on BLS system upgrades implemented with TAG Version 2.2.0.7, KCI initiated a re-test on 4/19/00.

⁴ In accordance with the GPSC's June 6, 2000 measures and standards to be used for purposes of this evaluation, KPMG reviewed pre-order timeliness results relative to BellSouth retail pre-order timeliness. This standard does not include allowances for transaction transmission time from the test CLEC to BellSouth, and for response transmission time from BellSouth back to the test CLEC. The GPSC's Order specifies that pre-order timeliness results should be disaggregated by the following back-end systems: RSAG-TN; RSAG-ADDR; DSAP; ATLAS; CSRACCTS; CSROCSR.

⁵ KCI analyzed BellSouth-published retail performance data for the month of June 2000. Since BellSouth retail data is reported by business and residential pre-order categories, KCI compared re-test results to a weighted average of BellSouth residential and business results. For those query types where BellSouth retail data was available, KCI performed three "t-tests". The first test compared the average of BellSouth retail business and residence averages to the KCI data. The other two tests separately compared the KCI data to: 1) the average of BellSouth retail business data; and 2) the average of BellSouth retail residence data. The results of the three tests demonstrated consistent variation from the retail performance for each query type. KCI also conducted statistical analysis to determine whether the KCI result was statistically different from the BellSouth combined average.

⁶ BellSouth's RSAG-TN system processes Address Validation Queries by Telephone Number (AVQ_TNs).

⁷ Although the test performance is above the BellSouth parity threshold of 1.1 seconds, the statistical evidence is not strong enough to conclude that the performance is above the threshold with 95% confidence. In other words, the inherent variation in the process is large enough to have produced the substandard result, even with a process that is operating within the standard. The p-value, which indicates the chance of observing this result when the benchmark is being met, is 0.1970, above the .0500 cutoff for a statistical conclusion of failure.

	provides timely pre-order responses from BLS's RSAG-Address back end system ⁸ .		<p>parity with retail performance. Based on BLS June performance reports, KCI determined the retail standard response time for AVQ inquiries to be 1.8 seconds.</p> <p>Responses to AVQs received during KCI's initial testing were delivered in an average of 68.3 seconds.</p> <p>KCI performed a re-test of pre-order response timeliness following BLS TAG system upgrades. Responses to AVQs received during re-testing were delivered in an average of 1.9 seconds.</p> <p>See Tables IV-1.4 through IV-1.6 for additional detail on pre-order response timeliness.</p>
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⁸ BellSouth's RSAG-Address system processes Address Validation Queries (AVQs).

⁹ Although the test performance is above the BellSouth parity threshold of 1.8 seconds, the statistical evidence is not strong enough to conclude that the performance is above the threshold with 95% confidence. In other words, the inherent variation in the process is large enough to have produced the substandard result, even with a process that is operating within the standard. The p-value, which indicates the chance of observing this result when the benchmark is being met, is 0.4083, above the .0500 cutoff for a statistical conclusion of failure.

Test Case Reference	Evaluation Criteria	Result	Comments
PRE-1-3-3	The TAG interface provides timely pre-order responses from BLS's DSAP back end system ¹⁰ .	Satisfied ¹¹	<p>The GPSC-approved standard is parity with retail performance. Based on BLS June performance reports, KCI determined the retail standard response time for AAQ inquiries to be 0.5 seconds.</p> <p>Responses to AAQs received during KCI's initial testing were delivered in an average of 10.5 seconds.</p> <p>KCI performed a re-test of pre-order response timeliness following BLS TAG system upgrades. Responses to AAQs received during re-testing were delivered in an average of 1.0 second.</p> <p>See Tables IV-1.4 through IV-1.6 for additional detail on pre-order response timeliness.</p>
PRE-1-3-4	The TAG interface provides timely pre-order responses from BLS's ATLAS back end system ¹² .	Satisfied	<p>The GPSC-approved standard is parity with retail performance. Based on BLS June performance reports, KCI determined the retail standard response time for TNAQ, TNSQ, and TNCAN_TN inquiries to be 1.2 seconds.</p> <p>Responses to TNAQs, TNSQs, and TNCAN_TNs received during KCI's initial testing were delivered in an average of 44.9 seconds.</p> <p>KCI performed a re-test of pre-order response timeliness following BLS TAG system upgrades. Responses to TNAQs, TNSQs, and TNCAN_TNs received during re-testing were delivered in an average of 1.2 seconds.</p> <p>See Tables IV-1.4 through IV-1.6 for additional detail on pre-order</p>

¹⁰ BellSouth's DSAP system processes Appointment Availability Queries (AAQs).

¹¹ Although the result of 1.0 seconds exceeds the BLS retail average of 0.5 seconds by a statistically significant interval, it is KCI's professional judgment that the average response interval for Test-CLEC-submitted AAQ pre-orders is within a reasonable timeframe.

¹² BellSouth's ATLAS system processes Telephone Number Assignment Queries (TNAQs), Telephone Number Selection Queries (TNSQs), and Telephone Number Cancellations by TN (TNCAN_TN).

Test Case Reference	Evaluation Criteria	Result	Comments
			response timeliness.
PRE-1-3-5	The TAG interface provides timely pre-order responses from BLS's CRSECSR and CSRACCTs back end systems ¹³ .	Satisfied	<p>The GPSC-approved standard is parity with retail performance. Based on BLS June performance reports, KCI determined the retail standard response time for AVQ_TN queries to be 3.1 seconds.</p> <p>Responses to CSRQs received during KCI's initial testing were delivered in an average of 8.7 seconds.</p> <p>KCI performed a re-test of pre-order response timeliness following BLS TAG system upgrades. Responses to CSRQs received during re-testing were delivered in an average of 1.8 seconds.</p> <p>See Tables IV-1.4 through IV-1.6 for additional detail on pre-order response timeliness.</p>

¹³ BellSouth's CRSECSR and CSRACCT systems process Customer Service Record Queries (CSRQs).

Test Cross-Reference	Evaluation Criteria	Result	Comments
PRE-1-3-6	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back-end system ¹⁴ .	Satisfied ¹⁵	<p>The KCI standard for pre-order response timeliness is an average of eight seconds.</p> <p>Responses to TNAQ_MLH and TNCAN_MLHs received during KCI's initial testing were delivered in an average of 31.9 seconds.</p> <p>KCI performed a re-test of pre-order response timeliness following BLS TAG system upgrades. Responses to TNAQ_MLH and TNCAN_MLHs received during re-testing were delivered in an average of 1.0 second.</p> <p>See Tables IV-1.4 through IV-1.6 for additional detail on pre-order response timeliness.</p>
PRE-1-3-7	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back-end system ¹⁶ .	Satisfied ¹⁷	<p>The KCI standard for pre-order response timeliness is an average of eight seconds.</p> <p>Responses to TNAQ_DID and TNCAN_DIDs received during KCI's initial testing were delivered in an average of 9.8 seconds.</p> <p>KCI performed a re-test of pre-order response timeliness following BLS TAG system upgrades. Responses to TNAQ_DID and TNCAN_DIDs received during re-testing were delivered in an average of 2.0 seconds.</p> <p>See Tables IV-1.4 through IV-1.6 for additional detail on pre-order response timeliness.</p>

¹⁴ BellSouth's ATLAS-MLH system processes Telephone Number Assignment and Cancellation Queries for Multi-Line Hunt numbers (TNAQ_MLH and TNCAN_MLH).

¹⁵ BellSouth retail analog data on responses from ATLAS-MLH is not currently available. BellSouth retail ordering representatives currently utilize a manual process for selecting and reserving MLH numbers. As a result, KCI is unable to evaluate TNAQ_MLH and TNCAN_MLH timeliness results in comparison to a retail benchmark for electronic response timeliness. The result for this criteria is based on KCI's professional judgment.

¹⁶ BellSouth's ATLAS-DID system processes Telephone Number Assignment and Cancellation Queries for Direct-In-Dial numbers (TNAQ_DID and TNCAN_DID).

¹⁷ BellSouth retail analog data on responses from ATLAS-DID is not currently available. BellSouth retail ordering representatives currently utilize a manual process for selecting and reserving DID numbers. As a

Test Cross-Reference	Evaluation Criteria	Result	Comments
PRE-1-3-8	The TAG interface provides timely pre-order responses from BLS's OASIS back-end system ¹⁸ .	Satisfied ¹⁹	<p>The GPSC-approved standard is parity with retail performance. Based on BLS June performance reports, KCI determined the retail standard response time for SAQ queries to be 1.3 seconds.</p> <p>Responses to SAQs received during initial testing were delivered in an average of 33.9 seconds.</p> <p>KCI performed a re-test of pre-order response timeliness following BLS TAG system upgrades. Responses to SAQs received during re-testing were delivered in an average of 11.6 seconds²⁰.</p> <p>See Tables IV-1.4 through IV-1.6 for additional detail on pre-order response timeliness.</p>

result, KCI is unable to evaluate TNAQ_DID and TNCAN_DID timeliness results in comparison to a retail benchmark for electronic response timeliness. The result for this criteria is based on KCI's professional judgment.

¹⁸ BellSouth's OASIS system processes Service Availability Queries (SAQs).

¹⁹ Although the result of 11.6 seconds exceeds the BLS retail average of 1.3 seconds by a statistically significant interval, it is KCI's professional judgment that the average response interval for Test-CLEC-submitted SAQ pre-orders is within a reasonable timeframe.

²⁰ Service Availability Queries (SAQs) may be performed by requesting a) information on a specific service/feature or group of related features; or b) information on all features available from a particular BLS switch. The current SQM-related standard for pre-order response timeliness does not distinguish between variations of SAQs. In addition, BLS retail timeliness results are not disaggregated by "full" versus "partial" SAQ inquiries. The distribution of SAQ pre-order variations executed by KCI may not reflect the distribution of SAQ variations included in the BLS retail results. The average response time for "full" SAQs performed during the KCI re-test was 31 seconds. For SAQs requesting partial information, the average re-test response time was 2 seconds.

Test Case Reference	Evaluation Criteria	Result	Comments
PRE-1-3-9	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.	Satisfied ²¹	<p>The KCI standard for pre-order response timeliness is an average of eight seconds. Responses to CDDs received during initial testing were delivered in an average of 0.1 seconds.</p> <p>KCI performed a re-test of pre-order response timeliness following BLS TAG system upgrades. Responses to CDDs received during re-testing were delivered in an average of 0.1 seconds.</p> <p>See Tables IV-1.4 through IV-1.6 for additional detail on pre-order response timeliness.</p>
Accuracy of Response²²			
PRE-1-4-1	BLS system or representative provides clear, accurate, and complete pre-order success responses.	Satisfied	<p>A sample of pre-order responses to all inquiry types was examined for clarity, completeness, and accuracy relative to the BLS Business Rules. Responses were received to valid pre-order inquiries.</p> <p>Responses contained complete information with respect to BLS Business Rules requirements in most cases. CDD query responses were missing the value in the INQNUM data element, a value initially required according to the Pre-Order Business Rules. BLS updated its Business Rules on 10/9/00 to remove this field from the CDD response list. See Exceptions 63 and 66 for additional information on this issue. Exceptions 63 and 66 are closed.</p> <p>KCI also encountered discrepancies between service due date intervals obtained via CDD queries and those</p>

²¹ BellSouth retail analog data is not available for the CDD query. BellSouth retail representatives do not utilize this function when retrieving information needed to process retail orders. As a result, KCI is unable to evaluate CDD timeliness results in comparison to a retail benchmark. The result for this criteria is based on KCI's professional judgment.

²² KCI defined an accurate pre-order success or back-end error response to contain: a) all required data values; b) no prohibited data values. Expected and prohibited values should be contained within BellSouth Business Rule documentation.

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>obtained via BLS documentation for the same order type. BLS performed several activities to correct these discrepancies:</p> <ul style="list-style-type: none"> • Implemented a change on July 21, 2000 to update the BLS interval tables used to generate CDD response intervals. • Introduced modifications in TAG Version 2.2.0.11 to correct errors in generating CDD intervals for Loop-Port Combination requests. • Updated the Product and Services Interval Guide (Issue 3b) to more accurately reflect service delivery intervals for REQ TYPE J. <p>KCI performed a re-test to evaluate BLS changes to TAG 2.2.0.11. CDD queries covering the range of electronically-available order types were submitted, and the CDD interval responses were compared to the intervals provided in BLS documentation.</p> <p>While the CDD pre-order provides intervals in line with BLS documentation for standard order types, the CDD query does not allow data inputs to sufficiently identify a more detailed service request type variation. For example, the service interval for a feature change differs based on whether the change requires a technician dispatch or not. No field within the CDD pre-order allows the CLEC to provide the level of detail needed to differentiate between a non-dispatch and a dispatch service request.</p> <p>The deficiency noted is not significant enough to affect the overall evaluation.</p> <p>See Exception 71 for additional information on this issue. KCI has recommended closure of Exception 71</p>

			to the GPSC.
PRE-1-4-2	BLS system or representative provides clear, accurate, and complete back-end or TAG API errors.	Satisfied	<p>A sample of error responses to all inquiry types was examined for clarity, completeness, and accuracy relative to the BLS Business Rules.</p> <p>Error messages were received in response to invalid pre-order requests and provided an adequate level of information to determine the cause of error and contained complete information with respect to BLS Business Rule requirements in appropriate cases.</p>

Table IV-3.3: PRE-3 Evaluation Criteria and Results

Release Management			
PRE-3-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	Satisfied	<p>Through interviews with BLS pre-order Subject Matter Experts (SMEs), KCI validated pre-order documentation development, update, and correction responsibilities, and the procedures that were instituted in the Quality Documentation Review process implemented May 31, 2000.</p> <p>BLS instituted the Quality Documentation Review process to address the occurrence of consistent format errors or deficiencies in BLS documentation, as identified by KCI.</p> <p>See Exceptions 53 and 55 for additional information on this issue. Exceptions 53 and 55 are closed.</p>
Document Structure and Format			
PRE-3-2-1	Document version is indicated clearly within and throughout each document.	Satisfied	<p>KCI's initial testing revealed that the BLS Pre-Order Business Rules Data Dictionary lacked version identifiers throughout the document. In response to this deficiency, KCI issued Exception 55.</p> <p>To address this issue, BLS added version numbers to the Pre-Order Business Rules Data Dictionary so that all BLS pre-order documentation contains version identifiers throughout the documents.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
PRE-3-2-2	BLS document organization is consistent with its intended use.	Satisfied	<p>KCI's initial testing indicated that BLS Pre-Order Business Rules did not relate the application of business rules to a specific BLS pre-order application (e.g., TAG or Local Exchange Navigation System [LENS]). In response to this deficiency, KCI issued Exception 55.</p> <p>To address this issue, BLS has added additional table columns to identify the LENS and TAG versions applicable to the business rule.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>
PRE-3-2-5	BLS documents are logically organized with clear page numbering and section labeling.	Satisfied	<p>KCI's initial testing revealed that BLS Pre-Order Business Rules sections are labeled only at the beginning of each section, rather than on each page.</p> <p>To address this issue, BLS added a header row to each table on each page identifying the appropriate section.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>
PRE-3-2-6	BLS documents contain contact/help desk numbers.	Satisfied	<p>KCI's initial testing revealed that BLS pre-order documentation did not contain contact or help desk numbers. As a result of this deficiency, KCI issued Exception 55.</p> <p>To address this issue, BLS added a comment to each pre-order document directing the user to contact their assigned Account Team for assistance.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>
PRE-3-2-7	BLS documents clearly indicate purpose and scope.	Satisfied	<p>KCI's initial testing revealed that the BLS Pre-Order Business Rules Data Dictionary did not state purpose or intended scope. In response to this deficiency, KCI issued Exception 55.</p> <p>To address this issue, BLS added comments to the objective section so that all BLS pre-order documents state a</p>

			purpose and scope. See Exception 55 for additional information on this issue. Exception 55 is closed.
PRE-3-2-8	Cross-references are clearly stated directing readers to relevant sources of additional information.	Satisfied	KCI's initial testing revealed that while the <i>BLS Pre-Order Business Rules Data Dictionary and Appendix</i> , Versions 3.0 and 6.0 respectively, identified as their scope to provide additional information to the <i>BLS Pre-Order Business Rules</i> , the <i>Pre-Order Business Rules</i> , however, didn't reference the <i>Dictionary</i> or the <i>Appendix</i> . To address this issue, BLS added a sentence in the objective statement of the <i>BLS Pre-Order Business Rules</i> identifying the <i>Dictionary</i> and the <i>Appendix</i> as its companion documents.
PRE-3-2-9	BLS documents clearly instruct users how to notify BLS of document errors and omissions.	Satisfied	KCI's initial testing revealed that BLS pre-order documentation did not provide contact information for error and/or omission reporting. In response to this deficiency, KCI issued Exception 55. To address this issue, BLS added a standardized comment to all pre-order documentation referring users to Account Team for error and/or omission reporting. See Exception 55 for additional information on this issue. Exception 55 is closed.
Document Content			
PRE-3-3-2	BLS documents clearly identify inputs/outputs of the specific processes.	Satisfied	KCI's initial testing revealed the majority of BLS pre-order documentation provided defined inputs and outputs. However, the Calculate Due Date (CDD) query process did not contain inputs or outputs. In response to this deficiency, KCI issued Exception 1. To address this issue, BLS added inputs/outputs specific to the CDD process in the Pre-Order Business Rules

			<p>version 7.</p> <p>See Exception 1 for additional information on this issue. Exception 1 is closed.</p>
Document Accuracy			
PRE-3-4-1	BLS documents correctly define data fields.	Satisfied	<p>During KCI's initial document reviews, the Pre-Order Business Rules did not define, for each data element or query type, the corresponding TAG Application Programming Interface (API) release. In response to this deficiency, KCI issued Exception 63.</p> <p>To address this issue, BLS documented the correlation between the <i>API Reference Guide</i> and <i>Pre-Order Business Rules</i> by matching the TAG fields with the business rules.</p> <p>See Exception 63 for additional information on this issue. Exception 63 is closed.</p>
PRE-3-4-2	BLS documents accurately define acceptable formats for data fields.	Satisfied	<p>KCI's initial testing revealed that BLS pre-order documentation did not contain a definition of the 8 character or 11 character CLLI code for Telephone Number Availability Query (TNAQ) and Telephone Number Availability Response (TNAR).</p> <p>To address this issue, BLS added a definition for 8 character and 11 character CLLI codes.</p>
PRE-3-4-3	BLS documents clearly identify required and optional fields.	Satisfied	<p>During KCI's initial document reviews, the Pre-Order Business Rules did not define, for each data element or query type, the corresponding TAG API release. In response to this deficiency, KCI issued Exception 63.</p> <p>To address this issue, BLS documented the correlation between the <i>API Reference Guide</i> and <i>Pre-Order Business Rules</i> by matching the TAG fields with the business rules. See Exception 63 for additional information on this issue. Exception 63 is closed.</p>

PRE-3-4-4	BLS documents clearly describe expected system responses/outputs.	Satisfied	<p>KCI's initial testing identified that BLS's <i>Pre-Order Business Rules</i> do not clearly distinguish system responses/outputs for each interface (e.g., TAG and LENS). In response to this deficiency, KCI issued Exception 55.</p> <p>BLS subsequently added columns to distinguish between TAG and LENS in the <i>BellSouth Pre-Order Business Rules</i>, Version 6.0, released on June 16, 2000. See Exception 55 for more information on this issue. Exception 55 is closed.</p>
PRE-3-4-5	BLS documents contain methods and procedures to correctly execute processes.	Satisfied	<p>KCI's initial testing revealed that the majority of BLS pre-order documentation defined methods and procedures to correctly execute methods and procedures.</p> <p>However methods and procedures were not defined for the Calculate Due Date (CDD) process. In response to this deficiency, KCI issued Exception 1.</p> <p>To address this issue, BLS added methods and procedures specific to the CDD process in the <i>Pre-Order Business Rules</i> version 7.</p> <p>See Exception 1 for additional information on this issue. Exception 1 is closed.</p>

Table V-1.16: O&P-1 and O&P-2 Pre-Order - Order Integration Test Results

Pre-Order Response			Order Form		Comments
Form Name	Field Name	Format	Field Name	Format	
SAQ					
1.	USOC	5 A/N Characters	FEATURE	3-6 A/N Characters	The pre-order response returns the USOC data in the correct format to populate an order form. However, the corresponding field name in the PS order form is FEATURE.
2.	CLLI	11 A/N Characters	LST	11 A/N Characters	The pre-order response returns the CLLI data in the correct format to populate an order form. However, the corresponding field name in the LSR order form is LST.
3.	CIC	4 Numeric Characters	PIC/LPIC	4 A/N Characters	The pre-order response returns the PIC/LPIC data in the correct format to populate an order form. However, the RS order form has two fields, PIC and LPIC. There is no notation on the pre-order form indicating whether the number returned is the PIC or LPIC.
1.	HOUSE- NUM THOROU GHFARE STREET- NAME 1 STREET- SUFFIX	13 A/N Characters 35 A/N Characters 44 A/N Characters 4 A/N Characters	EU-STREET 1	35 A/N Characters	The order field EU-STREET 1 is constructed by concatenating the four fields from the pre-order query. The combined length of the four pre-order fields could exceed the maximum length of the order field.
2.	CITY	32 A/N Characters	EU-CITY	25 A/N Characters	The pre-order response returns the data in the correct format. However, the field name is different on the order form. The pre-order response could exceed the size limitation of the EU-CITY field on the order form.

Pre-Order Response			Order Form		Comments
Form Name	Field Name	Format	Field Name	Format	
3.	STATE	2 Alpha Characters	EU-STATE	2 Alpha Characters	The pre-order response returns the data in the correct format. However, the field name is different on the order form.
4.	ZIPCODE	5 Numeric Characters	EU-ZIPCODE	5 Numeric Characters	The pre-order response does not return any data that can be used for the EU-ZIPCODE field on the order form. Therefore, an error was returned when submitting an order with this field left blank.
5.	FLR	14 A/N Characters	EU-FLOOR	12 A/N Characters	The pre-order returns the data in an incorrect format. The response added the FLR abbreviation to the data. The field name is also different on the order form. The pre-order response could exceed the size limitation of the EU-FLOOR field on the order form.
AAQ					
1.	COAVAIL DAYS	Mon-Sun (Y or N) XXXXXXX	DDD	YYMMDD	The pre-order response returned the data in Y or N form, specifying the days of the week available to perform service. The response is incompatible with the field DDD on the order form which requires Year, Month, and Date numerals.
2.	COAVAIL DAYS	Mon-Sun (Y or N) XXXXXXX	DDDO-CC	CC	The pre-order response returned the data in Y or N form, specifying the days of the week available to perform service. The response is incompatible with the field DDDO-CC order form, which requires two Century numerals.
CDD					

Pre-Order Response			Order Form		Comments
Form Name	Field Name	Format	Field Name	Format	
1.	CDD	CCYYMMDD D	DDD DDDO-C	YYMMDD	The pre-order response returned the data in the form Century, Century, Year, Year, Month, Month, and Day, Day. The response is inconsistent with the order form requirement, which splits the date into two fields.
AVQ-TN					
1.	HOUSE- NUM THOROU GHFARE STREET- NAME 1 STREET SUFFIX	13 A/N Characters 10 A/N Characters 44 A/N Characters 4 A/N Characters	EU-STREET 1	35 A/N Characters	The order field EU-STREET 1 is constructed by concatenating the four fields from the pre-order query. The combined length of the four pre-order fields could exceed the maximum length of the order field.
2.	CITY	32 A/N Characters	EU-CITY	25 A/N Characters	The pre-order response returns the data in the correct format. However, the field name is different on the order form. The pre-order response could exceed the size limitation of the EU-CITY field on the order form.
3.	STATE	2 Alpha Characters	EU-STATE	2 Alpha Characters	The pre-order response returns the data in the correct format. However, the field name is different on the order form.
4.	UNIT- ROOM	RM 14 A/N Characters	EU-ROOM	9 A/N Characters	The pre-order response returns the data in an incorrect format. The response added the RM abbreviation to the data. The field name is also different on the order form. The pre-order response could exceed the size limitation of the EU-ROOM field on the order form field.

Pre-Order Response			Order Form		Comments
Form Name	Field Name	Format	Field Name	Format	
5.	ELEV-FLOOR	FLR 14 A/N Characters	EU-FLOOR	12 A/N Characters	The pre-order returns the data in an incorrect format. The response added the FLR abbreviation to the data. The field name is also different on the order form. The pre-order response could exceed the size limitation of the EU-FLOOR field on the order form.
1.	TN	10 A/N Characters	TN	10 A/N Characters	The Telephone Numbers were returned in the correct format. The numbers were entered into the TNSQ pre-order.
1.	TN	10 A/N Characters	TN	10 A/N Characters	The Telephone Numbers were confirmed in the correct format

Table V-1.4: O&P-1 Integration Test Evaluation Criteria and Results

Test Case Reference	Evaluation Criteria	Result	Comments
<i>Pre-order/Order Integration</i>			
O&P-1-5-1	Information returned in response to pre-order System Availability Queries is compatible with requirements on corresponding orders.	Satisfied	<p>Information transferred between fields received in response to Service Availability Queries and the three corresponding fields in the Order forms was inconsistent with respect to field name and format. To provide information on the relationship between pre-order responses and order fields, BellSouth plans to publish a "Pre-Order to Firm Order Mapping Matrix" on 3/30/01 (see Carrier Notification SN91082241 for additional information).</p> <p>While the names and formats of the pre-order and order fields did not agree, data content returned on the pre-order responses adequately fulfills order form input requirements. (See Table V-1.16)</p>
O&P-1-5-2	Information returned in response to pre-order Appointment Availability Queries is compatible with requirements on corresponding orders.	Satisfied	<p>Information transferred between fields received in response to Appointment Availability Queries and the two corresponding fields in the Order forms was inconsistent with respect to field name and format. To provide information on the relationship between pre-order responses and order fields, BellSouth plans to publish a "Pre-Order to Firm Order Mapping Matrix" on 3/30/01 (see Carrier Notification SN91082241 for additional information).</p> <p>While the names and formats of the pre-order and order fields did not agree, data content returned on the pre-order responses adequately fulfills order form input requirements. (See Table V-1.16)</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-1-5-3	Information returned in response to pre-order Calculate Due Date Queries is compatible with requirements on corresponding orders.	Satisfied	<p>Information transferred between one field received in responses to Calculate Due Date queries and the two corresponding fields in the Order forms was inconsistent with respect to field name and format. To provide information on the relationship between pre-order responses and order fields, BellSouth plans to publish a "Pre-Order to Firm Order Mapping Matrix" on 3/30/01 (see Carrier Notification SN91082241 for additional information).</p> <p>While the names and length of the pre-order and order fields did not agree, data content returned on the pre-order response adequately fulfills order form input requirements. (See Table V-1.16)</p>
O&P-1-5-4	Information returned in response to pre-order Address Validation with Telephone Number Queries is compatible with requirements on corresponding orders.	Satisfied	<p>Information transferred between the nine fields received in response to Address Query Validation with Telephone Number and six corresponding fields in the Order forms was inconsistent with respect to field name, format and length. To provide information on the relationship between pre-order responses and order fields, BellSouth plans to publish a "Pre-Order to Firm Order Mapping Matrix" on 3/30/01 (see Carrier Notification SN91082241 for additional information).</p> <p>In addition to the field name and length inconsistencies, the data content returned on the pre-order response was inadequate to fulfill order form input requirements. For example, the length of the combined responses provided by the AVQ-TN (which must be concatenated prior to entry on the order form) may be greater than the length of the subsequent order field. While the documentation implies that potential address field length discrepancies could exist, KCI did not experience any actual instances of pre-order</p>

Test Case Reference	Evaluation Criteria	Result	Comments
			response field lengths exceeding subsequent order field length requirements. BLS has opened a feature request to close the gap in the field size/length differences between pre-order and firm order requirements. An implementation date is currently being negotiated. (See Table V-1.16)
O&P-1-5-5	Information returned in response to pre-order Address Validation Queries is compatible with requirements on corresponding orders.	Satisfied	<p>Information transferred between the nine fields received in response to Address Validation Queries and six corresponding fields in the Order forms was inconsistent with respect to field name, format and length. To provide information on the relationship between pre-order responses and order fields, BellSouth plans to publish a "Pre-Order to Firm Order Mapping Matrix" on 3/30/01 (see Carrier Notification SN91082241 for additional information).</p> <p>In addition to the field name and length inconsistencies, the data content returned on the pre-order response was inadequate to fulfill order form input requirements. For example, the length of the combined responses provided by the AVQ-TN (which must be concatenated prior to entry on the order form) may be greater than the length of the subsequent order field. While the documentation implies that potential address field length discrepancies could exist, KCI did not experience any actual instances of pre-order response field lengths exceeding subsequent order field length requirements. BLS has opened a feature request to close the gap in the field size/length differences between pre-order and firm order requirements. An implementation date is currently being negotiated. (See Table V-1.16)</p>

O&P-1-5-6	Information returned in response to pre-order Telephone Number Availability Queries is compatible with requirements on corresponding orders.	Satisfied	Information transferred between one field received in response to Telephone Number Availability Queries and one corresponding field in the Order forms was consistent with respect to field name, format and length. (See Table V-1.16)
O&P-1-5-7	Information returned in response to pre-order Telephone Number Selection Queries is compatible with requirements on corresponding orders.	Satisfied	Information transferred between the one field received in response to Telephone Number Selection Queries and one corresponding field in the Order forms was consistent with respect to field name, format and length. (See Table V-1.16)

Table V-2.4: O&P-2 Integration Test Evaluation Criteria and Results

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Pre-order/Order Integration</i>			
O&P-2-5-1	Information returned in response to pre-order System Availability Queries is compatible with requirements on corresponding orders.	Satisfied	<p>Information transferred between fields received in response to Service Availability Queries and the three corresponding fields in the Order forms was inconsistent with respect to field name and format. To provide information on the relationship between pre-order responses and order fields, BellSouth plans to publish a "Pre-Order to Firm Order Mapping Matrix" on 3/30/01 (see Carrier Notification SN91082241 for additional information).</p> <p>While the names and formats of the pre-order and order fields did not agree, data content returned on the pre-order responses adequately fulfills order form input requirements. (See Table V-2.16)</p>
O&P-2-5-2	Information returned in response to pre-order Appointment Availability Queries is compatible with requirements on corresponding orders.	Satisfied	<p>Information transferred between fields received in response to Appointment Availability Queries and the two corresponding fields in the Order form was inconsistent with respect to field name and format. To provide information on the relationship between pre-order responses and order fields, BellSouth plans to publish a "Pre-Order to Firm Order Mapping Matrix" on 3/30/01 (see Carrier Notification SN91082241 for additional information).</p> <p>While the names and formats of the pre-order and order fields did not agree, data content returned on the pre-order responses adequately fulfills order form input requirements. (See Table V-2.16)</p>

Test Case Reference	Evaluation Criteria	Result	Comments
O&P-2-5-3	Information returned in response to pre-order Calculate Due Date Queries is compatible with requirements on corresponding orders.	Satisfied	<p>Information transferred between one field received in responses to Calculate Due Date queries and the two corresponding fields in the Order form was inconsistent with respect to field name and format. To provide information on the relationship between pre-order responses and order fields, BellSouth plans to publish a "Pre-Order to Firm Order Mapping Matrix" on 3/30/01 (see Carrier Notification SN91082241 for additional information).</p> <p>While the names and length of the pre-order and order fields did not agree, data content returned on the pre-order response adequately fulfills order form input requirements. (See Table V-2.16)</p>
O&P-2-5-4	Information returned in response to pre-order Address Validation with Telephone Number Queries is compatible with requirements on corresponding orders.	Satisfied	<p>Information transferred between the nine fields received in response to Address Validation Query by Telephone Number and six corresponding fields in the Order form was inconsistent with respect to field name, format and length. To provide information on the relationship between pre-order responses and order fields, BellSouth plans to publish a "Pre-Order to Firm Order Mapping Matrix" on 3/30/01 (see Carrier Notification SN91082241 for additional information).</p> <p>In addition to the field name and length inconsistencies, the data content returned on the pre-order response was inadequate to fulfill order form input requirements. For example, the length of the combined responses provided by the AVQ-TN (which must be concatenated prior to entry on the order form) may be greater than the length of the subsequent order field. While the documentation implies that potential address field length discrepancies could exist, KCI did not experience</p>

Test Case Reference	Evaluation Criteria	Result	Comments
			any actual instances of pre-order response field lengths exceeding subsequent order field length requirements. BLS has opened a feature request to close the gap in the field size/length differences between pre-order and firm order requirements. An implementation date is currently being negotiated. (See Table V-2.16)
O&P-2-5-5	Information returned in response to pre-order Address Validation Queries is compatible with requirements on corresponding orders.	Satisfied	<p>Information transferred between the nine fields received in response to Address Validation Queries and six corresponding fields in the Order form was inconsistent with respect to field name, format and length. To provide information on the relationship between pre-order responses and order fields, BellSouth plans to publish a "Pre-Order to Firm Order Mapping Matrix" on 3/30/01 (see Carrier Notification SN91082241 for additional information).</p> <p>In addition to the field name and length inconsistencies, the data content returned on the pre-order response was inadequate to fulfill order form input requirements. For example, the length of the combined responses provided by the AVQ-TN (which must be concatenated prior to entry on the order form) may be greater than the length of the subsequent order field. While the documentation implies that potential address field length discrepancies could exist, KCI did not experience any actual instances of pre-order response field lengths exceeding subsequent order field length requirements. BLS has opened a feature request to close the gap in the field size/length differences between pre-order and firm order requirements. An implementation date is currently being negotiated. (See Table V-2.16)</p>

O&P-2-5-6	Information returned in response to pre-order Telephone Number Availability Queries is compatible with requirements on corresponding orders.	Satisfied	Information transferred between one field received in response to Telephone Number Availability Queries and one corresponding field in the Order form was consistent with respect to field name, format, and length. (See Table V-2.16)
O&P-2-5-7	Information returned in response to pre-order Telephone Number Selection Queries is compatible with requirements on corresponding orders.	Satisfied	Information transferred between one field received in response to Telephone Number Selection Queries and one corresponding field in the Order form was consistent with respect to field name, format, and length. (See Table V-2.16)

Table V-8.3: O&P-8 Documentation Evaluation Criteria and Results²³

Release Management			
O&P-8-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	Satisfied	<p>KCI's initial interviews indicated that BLS did not have an internally documented process and procedure for developing, updating, and correcting documentation. In response to this deficiency, KCI issued Exception 53.</p> <p>To address this issue, BLS created a Quality Documentation Review process. KCI verified through documentation reviews that the procedures for developing, updating, and correcting documentation are clearly defined.</p> <p>See Exception 53 for additional information on this issue. Exception 53 is now closed.</p>
Document Structure and Format			
O&P-8-2-1	Document version is indicated clearly within and throughout each document.	Satisfied	<p>BLS ordering documentation includes clearly indicated versions within and throughout the document.</p> <p>KCI's initial tests revealed that some documentation contained errors or omissions. As an example, <i>The BellSouth Start-Up Guide</i> version number is inconsistent with BLS's Web site documentation listing. BLS corrected this issue by including the correct version number consistently in documentation.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>
O&P-8-2-4	BLS documents contain tables of contents.	Satisfied	<p>BLS ordering documentation contains tables of contents.</p> <p>KCI's initial tests revealed that some documentation contained errors or</p>

²³ The analysis presented in Table V-8.3 is based upon an evaluation of the documentation in effect as of November 13, 2000.

			<p>omissions. BLS subsequently addressed these issues by including the appropriate table of contents information.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>

Test Case Reference	Evaluation Criteria	Result	Comments
O&P-8-2-5	BLS documents are logically organized with clear page numbering and section labeling.	Satisfied	BLS ordering documentation is logically organized including clear page numbering and section labeling. During initial testing, KCI discovered that some documentation contained errors or omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include page numbering and section labeling. See Exception 55 for additional information on these issues. Exception 55 is closed.
O&P-8-2-6	BLS Documents contain contact/help desk numbers.	Satisfied	Consistent contact/helpdesk information was contained in BLS ordering documentation analyzed by KCI. During initial testing, KCI discovered that some documentation contained errors or omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the appropriate contact information. See Exception 55 for additional information on this issue. Exception 55 is closed.
O&P-8-2-7	BLS documents clearly indicate purpose and scope.	Satisfied	BLS ordering documentation clearly indicates its purpose and scope. KCI discovered during initial testing that some documentation contained errors or omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the appropriate purpose and scope. See Exception 55 for additional information on this issue. Exception 55 is closed.
O&P-8-2-8	Cross-references are clearly stated directing readers to relevant sources of additional information.	Satisfied	The majority of BLS ordering documentation contains relevant sources of additional information. During initial testing, KCI discovered that documentation like the <i>LEO Guide Volumes 2 and 3</i> contained

			<p>errors or omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the relevant sources of additional information.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>
O&P-8-2-9	BLS documents clearly instruct users how to notify BLS of document errors and omissions.	Satisfied	<p>Contact information for reporting documentation errors or omissions has been posted on the BLS Web site.</p> <p>KCI's initial testing, revealed that the <i>Products and Services Interval Guide</i> and the <i>LNP Reference Guide</i> omitted instructions on how to notify BLS of document errors or omissions.</p> <p>BLS subsequently posted instructions on how to notify BLS of document errors and omissions on its Web site.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>
Document Content			
O&P-8-3-2	BLS documents clearly identify inputs/outputs of the specific processes.	Satisfied	<p>BLS ordering documentation contains inputs/outputs of critical ordering related processes such as order submission, confirmation, and completion.</p> <p>During initial testing, KCI discovered that some documentation contained errors or omissions.</p> <p>KCI identified these deficiencies by issuing Exceptions 5 and 75.</p> <p>In response to Exception 5, BLS issued a new version of the <i>LEO Implementation Guide, Volume 1</i> in June 2000. KCI reviewed the new documentation release and verified inputs and outputs of the ordering process to be adequately identified. See Exception 5 for additional information on this issue. Exception 5 is closed.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			In response to Exception 75, BLS released an updated version of the <i>LEO Implementation Guide, Volume 1</i> , which defined output fields and their applicability. See Exception 75 for additional information on this issue. Exception 75 is closed.
O&P-8-3-3	BLS documents include expected results of process and cycle times.	Satisfied	<p>BLS ordering documentation provided expected results of process and cycle times.</p> <p>During initial testing, KCI discovered that some documentation contained errors or omissions. In response to these deficiencies, KCI issued Exception 75. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the relevant sources of additional information.</p> <p>See Exception 75 for additional information on this issue. Exception 75 is closed.</p> <p>Additionally, BLS ordering documentation did not initially state batch processing time intervals. In response to these deficiencies, KCI issued Exception 59. BLS subsequently documented the appropriate methods to successfully process batch files.</p> <p>See Exception 59 for additional information on this issue. Exception 59 is closed.</p> <p>The delivery process for Jeopardy and Missed Appointments was also subsequently defined in addressing KCI's test results. See Exception 72 for additional information on this issue. Exception 72 is closed.</p>

Document Accuracy			
O&P-8-4-1	BLS documents correctly define all data fields.	Satisfied	<p>KCI's initial testing revealed that some BLS documents do not correctly define all data fields.</p> <p><i>LEO Guide Volume 1</i> has, therefore, been updated to define data fields for Clarifications, Electronic Errors, Jeopardy, and Missed Appointments.</p> <p>See Exception 75 for additional information on this issue. Exception 75 is closed.</p>
O&P-8-4-2	BLS documents accurately define acceptable formats for all data fields.	Satisfied	<p>Based on documentation analyzed by KCI, BLS ordering documentation defines acceptable formats for data fields.</p> <p>During initial testing, however, KCI discovered that BLS documentation did not accurately define values for the Line Class of Service (LNECLS SVC) data element. KCI subsequently issued Exception 18.</p> <p>In response to Exception 18, BLS specified valid entries for the LNECLS SVC data element. See Exception 18 for additional information on this issue. Exception 18 is closed.</p>
O&P-8-4-3	BLS documents clearly identify required and optional fields.	Satisfied	<p>BLS ordering documentation contains required and optional field definitions.</p> <p>During initial testing, KCI discovered that <i>LEO Guide, Volume 1</i> did not identify two specific fields that cannot be changed when issuing a supplemental order. As a result, KCI issued Exception 5.</p> <p>In response to Exception 5, BLS issued a new version of the <i>LEO Implementation Guide, Volume 1</i>, which adequately identified the two specific fields, in June 2000. See Exception 5 for additional information on this issue. Exception 5 is closed.</p> <p>Additionally, <i>LEO Guide, Volume 1</i></p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>did not initially define data element requirements and valid entries for loop service requests, and omitted complete and accurate rules for populating the Local Billing Account Number (LOCBAN) data element. KCI issued Exception 33.</p> <p>KCI reviewed the updated <i>LEO Guide</i> release and verified the LOCBAN data element to be adequately identified. See Exception 33 for additional information on this issue. Exception 33 is closed.</p> <p>While <i>LEO Guide, Volume 1</i> was updated to accurately reflect the data elements returned on responses (e.g., FOC, CN, Jeopardy), the <i>Guide</i> did not adequately define usage. As a result, KCI issued Exception 68.</p> <p>In response to Exception 68, BLS issued a new version of <i>LEO Guide, Volume 1</i> on January 31, 2001, which included additional usage information for responses. See Exception 68 for additional information on this issue. Exception 68 is closed.</p>
O&P-8-4-4	BellSouth documents clearly describe expected system responses/outputs.	Satisfied	<p>BLS ordering documentation states expected system response outputs.</p> <p>During initial testing, KCI discovered that the <i>LEO Guide, Volume 1</i> did not adequately define the functional message delivery process for Jeopardy and Missed Appointments. BLS subsequently addressed the documentation deficiency in its October 16, 2000 (Version 7S) release by adequately defining procedures for delivering Jeopardy and Missed Appointment notifications.</p> <p>See Exception 72 for additional information on this issue. Exception 72 is closed.</p>

O&P8-4-5	BellSouth document(s) contain methods and procedures to correctly execute processes.	Satisfied	<p>BLS ordering documentation contains methods and procedures to execute essential ordering processes.</p> <p>When first analyzed by KCI, some documentation contained errors or omissions. As an example, <i>LEO Guide, Volume 1</i> failed initially to identify two specific fields that cannot be changed when issuing a supplemental order. As a result, KCI issued Exception 5. To address this issue, BLS updated the <i>LEO Guide</i> to reflect the required process for submitting supplements.</p> <p>See Exception 5 for additional information on this issue. Exception 5 is closed.</p>
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